GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:2983
ANSWERED ON:02.08.2017
Services in Premium Trains
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Will the Minister of RAILWAYS be pleased to state:

(a) whether there is any proposal to give better services to the passengers in the Shatabdi and Rajdhani Trains; and

(b) if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI RAJEN GOHAIN)
(a) & (b): In its endeavour to provide quality and hygienic food to the passengers, Indian Railways have developed and operationalized an institutionalized mechanism for monitoring of quality and hygiene of catering services through regular inspections at various levels to address catering complaints. Further, to improve the standard of food being provided to passengers in trains, new Catering Policy has been issued on 27th February, 2017 wherein inter-alia Indian Railway Catering and Tourism Corporation Limited (IRCTC) has been mandated to carry out the unbundling by creating a distinction primarily between food preparation and food distribution. In order to upgrade quality of food preparation, IRCTC is to set up new kitchens and upgrade existing ones. Further, instructions have been issued to provide optional catering service, as a pilot project, to passengers booking tickets w.e.f. 01/08/2017 onwards for the journeys to commence on 01/08/2017 and onwards. This scheme shall be introduced on 31 Rajdhani/Shatabdi/Duronto trains under the management of Indian Railway Catering and Tourism Corporation Limited (IRCTC) w.e.f. 01/08/2017 for an initial period of 180 days subject to mid-term review after 3 months.
Further, under the content on demand policy onboard entertainment through pre loaded audio/video content on personal devices of passengers will be provided on 1300 trains including Shatabdi/Rajdhani express trains for which the Request for proposal (RFP) has been issued on 06.07.2017.
Also Rajdhani and Shatabdi trains are premium trains, which run on the Linke Hofmann Busch (LHB) type coaches which are of a superior design as compared to the Integral Coach Factory (ICF) type coaches. However, with the objective of enhancing the passenger experience on Rajdhani and Shatabdi trains, the Ministry of Railways has decided to take various steps to further improve the coach interiors and toilets on a pilot basis on few Rajdhani and Shatabdi trains in a time bound manner.
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